



Division Guideline: 37

Date: 01/08/2014

Title: ISL Budget Guidelines

Application: Guideline for Providers of ISL Services

PHILOSOPHY

Individuals with developmental disabilities have a right to make responsible decisions consistent with the choices afforded citizens without disabilities. These decisions include, within attainable means, living in homes and neighborhoods of their choice with persons of their choosing. These settings and life styles afford people the opportunity to pursue their own interests, express their individuality, and actively participate in their communities. To exercise these rights, individuals with developmental disabilities may need uniquely individualized assistance.

PRINCIPLES/CHARACTERISTICS

Individualized Supported Living is characterized by creativity, flexibility, responsiveness, and diversity as reflected by the following:

1. People live and receive needed supports in the household of their choice which might include their family home, an apartment, condominium, or house in settings typical of people without disabilities. The selected housing should represent an adequate standard of living common to other citizens, allowing for reasonable protection and safety.
2. Personal preferences and desires are respected. Personal autonomy and independence are promoted. Individuals receiving services lead the planning, operation, and evaluation of services. Self-determination is maximized through natural and paid supports.
3. Supports are focused on assisting the individual in experiencing a full productive life as defined by the individual.
4. Services are provided based on individual needs.
5. Individuals are encouraged and supported to actively participate in civic activities and community organizations to become as involved as they choose in the fabric of the community. Service goals are directed toward participation in the life of one's own community.

BUILDING INTERDEPENDENCE

Interdependence implies reciprocity. This can be seen in the give and take of human relationships. Relationships entail a mutual dependence which involves reliance on others and requires complementary interdependence on both parts.

Through the use of community resources the lives of individuals with disabilities are enriched through opportunities, choices, and relationships. Interactions with other members of the community increase and expand opportunities for a variety of experiences. Genuine relationships develop naturally as more people become involved in the lives of individuals with disabilities. At the same time, natural support systems and advocacy networks can develop.

Specific examples of the implications of these principles follow.

HOUSING

Possibilities for housing may include:

- Family homes where an individual remains a part of an intact family structure or has a portion of the home as his or her own;
- Purchased property owned by the individual with disabilities is a realistic option through subsidized loans such as those provided by the Farm Home Administration or through low-interest fixed-rate loans such as those available through the Missouri Housing Development Corporation, USDA Rural Development, or trusts;
- Property purchased through cooperatives involving two or more individuals;
- A life-lease which allows occupancy until the individual's death when the property reverts to other heirs;
- Rental homes or apartments leased or rented through typical landlords;
- Existing HUD apartments and rent subsidies to landlords.

An initial inspection of the ISL premises will occur prior to an individual moving into an ISL by the individuals Support Coordinator. The provider will be present at the time of the inspection. The inspection will be a physical review of the potential home. This inspection will be completed in writing if approved, repairs or modifications are needed, or denied. If repairs or modifications are needed, the provider will ensure the repairs or modifications are made in a timely manner.

The Support Coordinator should be notified 30 days prior to a move so that an inspection of the new location can be completed. No moves should take place without prior inspection/approval.

The ISL Environmental Site Review Tool shall be used to complete the inspection.

SUPPORTS

- **Adaptations to the Environment:** Environmental adaptations allow for greater freedom and privacy, as well as peace of mind, not only to the individual served, but also to families and others involved in the life of the individual. Often an individual's home can be modified to be accessible for a relatively modest cost. Adaptations in an ISL setting, are allowed if the home is owned or leased by the person, their family or designated representative but must not be owned or leased by the lead agency. Other examples include telecommunication devices, tactile alarm signaling systems, and electronic life lines. Any adaptations made to the home, such as assistive technology devices, shall be specified and justified in the individual's ISP, and shall not duplicate supports already within the ISL budget.
- **Transportation:** Community transportation can sometimes be accessed through city transit lines, locally provided transportation services, car pools, cabs, friends, neighbors, family members, or fellow club and church members. Transportation through community sources continues to be a very challenging issue in some localities. Continued utilization of specialized services does not allow development of solutions to transportation problems or provision of alternative, more integrated services.
- **Public Education Resources:** There are numerous examples of services already available. They include public schools (GED, technical/vocational, adult classes); higher education (adult continuing education); public health (nutrition, maternal child care, basic health and sexual education).
- **Employment:** Individuals are supported to pursue vocational interests as they desire, including community employment and other systems such as Vocational Rehabilitation.
- **Recreation and Leisure:** Individuals participate in the community for recreation and leisure by becoming members of town-league softball teams, local bowling leagues, garden clubs, church groups, sewing circles, dances, sporting events, theatre groups, and by contributing to volunteer projects within the community, etc.
- **Goods and Services:** As customers and consumers using the same community services all citizens use for shopping, banking, restaurants, entertainment, and worship, etc. individuals with disabilities exercise their citizenship within the community at large.

NETWORKING

Successful networking begins with a comprehensive knowledge of the individual. It is essential to know the individual's desires, preferences, interests, and abilities, and what supports he/she may need. Knowledge of the types of community resources and those who provide them is important. Educating the community is an important component of helping people to be included in their community.

Following is the Individualized Supported Living Service Definition in the DD Comprehensive waiver approved by CMS in the renewal application effective July 1, 2011.

INDIVIDUALIZED SUPPORTED LIVING

Individualized Supported Living (ISL) is characterized by creativity, flexibility, responsiveness and diversity. Individualized supported living enables people with disabilities to be fully integrated in communities. ISL services provide individualized supports, delivered in a personalized manner, to individuals who live in homes of their choice. Individuals receiving ISL supports may choose with whom and where they live, and the type of community activities in which they wish to be involved.

Individualized supported living reflects these principles:

- a) People live and receive needed supports in the household of their choice which might include their family home, an apartment, condominium, or house in settings typical of people without disabilities. The selected housing should represent an adequate standard of living common to other citizens, allowing for reasonable protection and safety.
- b) Personal preferences and desires of those served are respected. Personal autonomy and independence are promoted. Individuals receiving services lead the planning, operation, and evaluation of services. The participant's self-direction and control leading toward self-governance are maximized through services rendered.
- c) Existing resources and natural supports, paid and unpaid, are maximized from the community at large.
- d) Training focuses on acquiring functional, useful skills within the home and community. Services minimize the need for skill transfer by providing training in the environment in which the skills are required.
- e) Services are "outcome" focused, addressing the quality of life being experienced in the present life style and not in the potential future implied by skill development/attainment.
- f) Services are provided based on individual needs.

If individuals choose to live with housemates, no more than four individuals receiving ISL services may share a residence. Individuals receiving ISL services and sharing a home with housemates shall each have a private bedroom. Couples sharing a home where one or both of the couple receives ISL services may share a bedroom if they so choose.

This service provides assistance and necessary support to achieve personal outcomes that enhance an individual's ability to live in and participate in their community. ISL services and supports are individually planned and budgeted for each person served. Services are designed to assist participants in acquiring, retaining and improving the self-help, socialization and adaptive skills necessary to reside successfully in home and community-based settings. Individualized supported living service may also include assistance with activities of daily living and assistance with instrumental activities of daily living, depending upon the needs of the individual. Services may include up to 24 hours of support including a combination of habilitation and/or personal support as specified in his/her Individual Support Plan (ISP).

Each resident in the home has free choice of provider and is not required to use the same ISL provider chosen by their housemates.

The residence (house or apartment) is a private dwelling, not a licensed facility and must be owned or leased by at least one of the individuals residing in the home and/or by someone designated by one of those individuals such as a family member or legal guardian.

Providers of ISL supports must have a professional manager who supervises and manages all aspects of the ISL program. The professional manager must have a bachelor's degree or may have relevant experience that substitute for the degree. The costs for professional management are incorporated into the providers hourly cost for direct support staff. The professional manager responsibilities include:

- a. Staff training;
- b. Staff supervision;
- c. Quality enhancement monitoring;
- d. Direct plan implementation for individuals as needed;
- e. Monitoring implementation of outcomes;
- f. Establishing information collection systems;
- g. Writing monthly reviews;
- h. Oversight/coordination of all the person's programs and services being received;
- i. Coordinating the development of the ISP (scheduling, facilitation and summary document).

Each person who receives ISL supports is required to have a monthly minimum of 30 minutes of contact by a Registered Nurse (RN). The amount will be specified in each person's ISP. The RN service will be authorized separately from the ISL budget and billed in 15 minute increments (2 units monthly per person minimum) under the waiver code Professional Assessment and Monitoring. PAMS will be authorized in 3 month increments; enabling a provider flexibility within a 3 month time frame to provide services as needed, with the expectation that a minimum of 30 minutes be provided each month.

Room and Board

Room and Board costs for the waiver participant are not billable to the waiver.

The spirit and intent of these guidelines is to assist the individual and the planning team in setting up the individual's room and board budget. The team will maximize all available resources and assist the person to make fiscal choices to live within their means.

Both sides of the budget form must be completed when applicable. If a representative payee is responsible for the individual's funds and will be responsible for costs to the left side of the budget, please indicate on the form.

Individuals will be supported to live within current financial resources available. The room and board side of the budget should be limited to those resources. In planning for residential supports, the planning team, which includes the individual, should decide in advance what amount the individual can afford for room and board.

MO HealthNet spend-down will be taken into account when determining an individual's available resources. The individual's benefits and wages less any spend down and other planned expenses such as medical co-pays, insurance premiums, clothing allowance, etc. equals available income.

If the room and board side of the ISL budget is completed, the following applies:

- Costs should not exceed a person's monthly income/resources. If a room and board subsidy is paid by the Division of DD, any increase to this subsidy, for example rent and/or utilities increases, must be prior approved by the planning team and approved through the UR process and the Regional Director or Designee.
- Division of DD will not pay a room and board subsidy to persons living in homes that they or family members own.
- Documentation of expenditures paid from individual's resources (e.g., phone, utilities, laundry, lawn care, snow removal, etc.) shall be kept on file and made available upon request.

Rent

- The initial budget will include a cost estimate for rent. The signed lease/rental agreement will be made available for review if requested for subsequent years or any changes to the rent. Cost of housing must be shared equally by all persons who live in the home.
- Efforts should be made by the individual and the planning team to secure affordable housing through all available resources (HUD vouchers, Section 8, etc.).

Utilities and other related costs

Includes but not limited to phone, basic cable, water, sewer, electric, gas, renter's insurance, internet, any laundry service, etc.

Food and Household Supplies Expenses

- As a general rule individuals should be encouraged to apply for food stamps. The food budget may be reduced by the awarded food stamp amount, if applicable.
- The need for higher amounts for specialized diets must be documented in the plan if it exceeds their available resources.
- Household supplies include items such as cleaning products, laundry goods, paper products and soap.
- Household supplies may also include basic hygiene items such as shampoo, toothpaste, deodorant, feminine products.

Maintenance and Household Repairs

- Routine maintenance is part of a normal rental agreement and should generally not be on the budgets.
- Lawn service.
- Repairs for damage done by an individual will be evaluated on a case-by-case basis, including a payment plan as deemed appropriate by the team and as approved by Regional Director.

Personal Allowance

Social Security requires a minimum of \$30 personal spending allowance.

Budget Development

Individualized supported living (ISL), also called residential habilitation is provided on a per-day basis. The unit of service is a 24-hour period. The rate for a day of service is to be derived by developing an estimated amount of support the person will need per 7-day week for the whole plan year, based on the estimated average number of hours of direct staff support.

Providers are required to submit the direct support staffing pattern using the Medicaid Home and Community Based Waiver Staffing Pattern Schedule form *[guideline will include a link to updated Staffing Pattern form]* with the initial budgets or when requesting a daily rate change. The hours are based on needs documented in a person's ISP. Generally the Division of DD cannot financially support individuals living alone who require more than 16 hours of staffing per day; therefore, sharing of staff resources should be considered when appropriate and in the best interest of individuals' served.

Budgets may allow for known exceptions (this includes but may not be limited to: planned vacations from work, planned days off from school, commonly recognized holidays, known surgeries which may require leave from work and/or school).

The following costs are included in the ISL (residential habilitation) service covered in the waiver and billed to MO HealthNet. These costs are detailed on the right side of ISL budget.

Direct Support

Direct support staff costs shall include all costs related to the provision of individualized supported living, including the cost of professional management, back-up supports, and all administrative costs. There will be no rate differential for awake or sleep staff. The Division of DD Central Office shall determine each provider's rate based on that provider's ISL budgets during the previous fiscal year. Agencies providing services in more than one region may have a rate for each region.

Providers shall be responsible for Back up Support. This cost is included in the direct support rate. The agency providing ISL supports assumes the responsibility for providing a "safety net" for the individual. This includes, but is not limited to:

- Maintenance of a phone number to be answered 24 hours and to assure a regular point of contact for the person supported;
- Provide a back-up plan should other supports fail to materialize as planned;
- Assuring communication regarding changes in the person's life (health, behavior, employment, etc.), with those important to the individual, including, but not limited to: Family/guardians, educational staff, employer, day program, case manager, physicians, etc.

All administrative costs are included in the direct support rate. Administrative costs shall include capital office costs, office supplies/equipment, office utilities; or contracted business expenses such as account/audit costs and management fees. Per 9 CSR 45-4.010 (1) (A) Administrative costs include staff time spent in administration, staff time that cannot be directly associated with direct support, including professional management and other costs that are not directly associated with a specific service.

The budget should include an estimate of the number of hours of direct support that each individual will require on a monthly basis.

Room and board costs for an unrelated live-in personal caretaker: Room and board costs for an unrelated live-in personal caretaker, identified as the additional cost which an individual being served must incur for additional room, food and utilities occupied or consumed by such a caretaker, may be added to the residential habilitation costs on the right side of the budget. This payment requires that the provider of ISL and/or the live-in caretaker contribute the same amount to the individual being served for payment of rent or utilities or for purchase of food. This payment is not available if the participant resides in the home of a caregiver or in a home owned or leased by the provider of ISL.

The ISL budgets shall be authorized through, and in conjunction with, the entire plan year. New budgets may be submitted when there has been a significant change that is expected to be on-going. Budgets are developed for new or additional services as needed and time limited if necessary. This will allow for additional staffing or other needs that may be increased or reduced after the initial startup of the service.

The daily hours of direct support staff, when combined with other services (community integration, employment supports, etc) shall not exceed 24 hours per day. Behavior analysis and professional assessment and monitoring may be provided during times when direct support staff is providing services. These professionals will observe services and consult with direct support staff.

Providers shall keep all pertinent fiscal records and other back-up documentation as per provider contract.

Rate/Budget Changes

Rate/Budget changes should be submitted when there is a major life change, such as the person moves, gets or loses a job, loses a housemate.

Any reduction in services is to be reported to the regional office quarterly and reconciled annually (per individual plan year) as well as any necessary budget changes.

Individuals will continue to receive supports as outlined in their plans during changes and transitions in housemates. Budgets will be recalculated as necessary with Utilization Review approval to assure continuation of services to assure health and safety and meet individual need. The Regional Office Assistant Director for Habilitation must be notified within three (3) business days of any status change that may affect the ISL budget, such as loss of a housemate.

When a person receives no direct staff support during a 24-hour period (e.g., a hospitalization or visiting someone without paid supports), the provider must not bill for this 24-hour period, which begins and ends at midnight. CIMOR will adjust the daily rate up to the maximum allowable as approved by CMS in the waiver. Changes beyond this will be according to Division Directive 5.040.

Additional information related to ISL budget:

- All budgets will be submitted on the attached approved budget format *[Link to ISL budget to be included here]*. No other format will be used.
- ISL budgets shall have all appropriate signatures and use of the Medicaid Home and Community Based Waiver Staffing Pattern Schedule form - which supports the Direct Support hours on the ISL budget. <http://dmh.mo.gov/docs/dd/forms/admin/MedicaidHCWaiverStaffPattern.doc> *[Replace this link with updated Staffing Pattern form]*.

- It is the responsibility of the authorizing agency to ensure the ISL budgets are approved in a timely manner. An ISL progress note shall be used by all ISL provider agencies to include headings which support the following documentation:
 - Individual's first and last name with middle initial or date of birth
 - Service dates to include mm/dd/yy
 - Time in/out with am/pm
 - Legible signature and title of staff providing the service, and date service was provided
 - Section in the form that allows for the tasks or objectives to support the time being billed.
- If "Other" is listed on the ISL budget, it must be indicated in the ISP regarding the need for "Other" and will be required to meet the adequate documentation requirement.
- Regional Offices, TCM providers, and ISL providers shall avoid the use of their own acronyms in ISL documentation, unless they provide a legend of the acronyms at the time of audit.

The ISL budget shall not include transportation costs. Transportation will be a separately approved service under the Transportation code to include the use of staff or vendor vehicles. When staff vehicles are used for transporting the individual, any reimbursement to the ISL agency to provide this separately authorized transportation shall be passed onto the staff providing the transportation. If transportation is authorized and provided for the person receiving ISL service, the documentation shall include staff mileage logs that include the person's full name, dates with mm/dd/yy, locations to include to and from without the use of a provider's acronym, miles transported, odometer readings for each trip, and full signature of staff per each day transported.

Authority for these guidelines:

- Comprehensive Waiver MO.0178.90.R3
- DD Waiver Manual
- DMH Master Contract
- 9 CSR 45-3.020

This guideline will be reviewed and updated, if needed, within one year of issuance.